GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

HM&FW Department – Proposal for calling tenders for DSH Hospitals for bed linen maintenance on PPP mode through APMSIDC – Permission accorded – Orders - Issued.

HEALTH MEDICAL & FAMILY WELFARE (H2) DEPARTMENT

G.O.Rt.No.468 Dated:15.07.2025
Read:

From the Director of Secondary Health, A.P., Tadepalli, Guntur District, file bearing Computer No.2556608.

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ORDER:

The HM&FW Department initiated the "Saptha Varnalu" scheme from 2014-2019 to maintain hygiene in hospital wards. Under this scheme, bed sheets are bordered with specific colours and labeled with the corresponding day of the week. Each day, the bed sheet with the designated colour and day is used, making it easier during inspections to verify whether bed sheets are being changed daily. This practice was implemented in all GGHs and specialty hospitals. Now, the Government has decided to extend the same scheme to Secondary Health Institutions as well, to ensure better hygiene in the wards and enhance patient comfort.

2. In the reference read above, while furnishing the following information the Director of Secondary Health, A.P., Tadepalli, Guntur District, has requested the Government to permit calling tenders for DSH Hospitals for bed linen maintenance on PPP mode through APMSIDC.

A	Total DSH hospitals: 243
B	Total quantity of soiled linen in DSH hospitals: 3,425 kg/daily approx
C	Existing price at DME institutions under PPP mode by the existing vendor: Rs 42/- per Kg
D	As per above price, the requirement of budget per annum-Rs 5.25 Cr.

3. After careful examination of the proposal, the Government hereby permit calling for tenders for bed linen maintenance at DSH Hospitals under the PPP mode through APMSIDC, as requested by the Director of Secondary Health in para (2) above, duly following the terms and conditions annexed to this G.O.

4. The Director of Secondary Health, A.P., Tadepalli, Guntur District / the Managing Director, Andhra Pradesh Medical Services and Infrastructure Development Corporation, Mangalagiri, Guntur District is informed that the budget if any required may be verified with the allocations made in 2025-2026 budget and if any additional budget required, same may be proposed.

5. This order issues with the concurrence of the Finance Department vide their U.O.Note No. FIN01-FMU0PC(HMF1)/279/2025-FMU-HMFW(Computer No. 2722935), dated:07.04.2025.

6. The Director of Secondary Health, A.P., Tadepalli, Guntur District / the Managing Director, Andhra Pradesh Medical Services and Infrastructure Development Corporation, Mangalagiri, Guntur District shall take necessary action in the matter, accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

M.T. KRISHNA BABU
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To
The Director of Secondary Health, A.P., Tadepalli, Guntur District (w.e.)
The Managing Director, Andhra Pradesh Medical Services and Infrastructure Development Corporation, Mangalagiri, Guntur District (w.e.)
Copy to:
The O.S.D to Minister (HFW&ME) (w.e.)
The P.S. to Spl.CS to Govt., HM&FW Department (w.e.)
The P.S. to Secy to Govt., HM&FW Department (w.e.)
SF/SC

// FORWARDED :: BY ORDER//

SECTION OFFICER

(Continued to Annexure)

Annexure to G.O.Rt.No.468, HM&FW (H2) Department, dated:15 .07.2025.

Terms and conditions are to be proposed in tender

1**. RESPONSIBILITIES OF THE SERVICE PROVIDER:**

1	Setting up of systems to provide Linen and Laundry services to the DSH Hospitals (including bed sheets, pillow covers etc.) This would include pickup of soiled linen from the hospital, cleaning, ironing and delivering it back to the hospital in stipulated time period.
2	The facilities covered under the scope of work shall include all DSH Hospitals.

II. SCOPE OF THE WORK.

The obligations of the service provider/ firm under this service contract shall include following service activities and commitments. The details of various services required at different locations and type of facilities are to be provided.

1	The Service provider shall setup system at its own cost and space to run the laundry services and supply of required linen for the said hospital. The linen would include bed sheets, pillow covers, blankets as required by the hospital. The linen would be color coded in the following manner- White (Monday & Thursday), Light Blue (Tuesday & Friday), Light Green (Wednesday & Saturday) and Cream color on Sunday. The bed sheet for covering the mattress and for patient cover would follow the same color codes. The quality of bed sheets shall be monitored by the Hygiene and Sanitation Committee of the Hospital.
2	Service provider shall arrange all the requisite infrastructure, equipment, human resource, at its costs thereof for seamless services. All hired personnel should be paid as minimum skilled labor act law and other statutory provisions.
3	Maintenance of equipment including replacement of equipment (whenever required) shall be sole responsibility of the Service provider.
4	Service provider shall be responsible for pickup of soiled linen from the hospital, cleaning, ironing and delivering it back to the hospital every day. The service provider shall maintain a ratio of minimum 2.5:1 for linen:hospital beds and ensure daily replacement of clean linen.
5	The service provider shall be responsible for replacing linen with a new one after every sixty washes and providing receipts of purchase at the time of payment.
6	The service provider shall put a logo of Department of Director of Secondary Health, Government of Andhra Pradesh or as directed by the authorities.
7	Reporting of all the above activities should be done on dash board as prescribed by the tenderer.
8	The number of hospitals under control of DSH is 243.

TERMS AND CONDITIONS

1. Signing of Contract

The purchaser shall issue the Notice for Award of Contract to the successful bidder within the bid validity period. And the successful bidder will be required to sign and submit the contract unconditionally within 15 days of receipt of such communication. The contract shall be valid for a period of 5 years from the date of signing of the contract.

2. Modification to Contract

The contract when executed by the parties shall constitute the entire contract between the parties in connection with the jobs / services and shall be binding upon the parties. Modification, if any, to the contract shall be in writing and with the consent of the parties.

Services shall be valid for 5 years from the date of approval by the Authority and it could be cancelled at any time after providing an opportunity of hearing by the Authority, in case the Service provider does not follow the rules, regulations and terms and condition of the contract.

3. Performance Security

a	The successful bidder shall furnish a performance security in the shape of a Demand Draft / Bank Guarantee issued by a Nationalised Bank in favour of Tender Inviting Authority for an amount of Rs. 25 Lakhs. The Bank guarantee shall be as per proforma and remain valid for a period, which is six months beyond the date of expiry of the contract. This shall be submitted within 15 days (minimum) of receiving of Notice for Award of Contract, failing which the EMD may be forfeited and the contract may be cancelled.
b	If the firm contractor violates any of the terms and conditions of contract, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by the Purchaser and the contract may also be cancelled.
c	The Purchaser will release the Performance Security without any interest to the firm / contractor on successful completion of contractual obligations.

4. Compliance of Minimum Wages Act and other statutory requirements

The bidder shall comply with all the provisions of Minimum Wages Act and other applicable labour laws. The bidder shall also comply with all other statutory provisions including but not limited to provisions regarding medical education and eligibility criteria of human resources used by the bidder for providing the services, biomedical waste management, and bio-safety, occupational and environmental safety.

Legal liability to the extent of reporting of images for each reported case extends to the service provider. However overall legal responsibility of provision of medical care lies with the Authority/ public health facility. The Service provider shall maintain confidentiality of medical records and shall make adequate arrangement for cyber security.

5. Income Tax Deduction at Source

Income tax deduction at source shall be made at the prescribed rates from the bidder's bills. The deducted amount will be reflected in the requisite Form, which will be issued at the end of the financial year.

6. Periodicity of Payment

The payment will be made on weekly basis not extending beyond 12 noon of the last bank working day of the week for all invoices raised. The purchaser shall give standing instructions to the bank for implementation of this requirement. The bidder will raise its invoice on completion of services during this period duly accompanied by evidences of services provided. The payment will be subject to TDS as per Income Tax Rules and other statutory deductions as per applicable laws. Reimbursement shall be in terms of Cost per kilogram of linen.

7. Damages for Mishap/ Injury

The purchaser shall not be responsible for damages of any kind or for any mishap/injury/accident caused to any personnel/property of the bidder while performing duty in the purchaser's/consignee's premises.

All liabilities, legal or monetary, arising in that eventuality shall be borne by firm/contractor.

8. Termination of Contract:

The purchaser/ authority may terminate the contract, if the successful tenderer withdraws its tender after its acceptance or fails to submit the required Performance Securities for the initial contract and or fails to fulfill any other contractual obligations. In that event, the purchaser will have the right to purchase the same goods/ equipment from next eligible bidder and the extra expenditure on this account shall be recoverable from the defaulter. The earnest money and the performance security deposited by the defaulter shall also be recovered to pay the balance amount of extra expenditure incurred by the purchaser.

Service provider shall commence the proposed services within the 30 days of signing the agreement otherwise the contract could be terminated.

9. Penalization

The functioning of the laundry system should be 24X7 for all 365 days a year. Service provider shall make alternative arrangements for the aforesaid services at the approved rates in case the system is out of order/ shut down for greater than 24 hours. If shut down extends beyond 15 days the contract may be cancelled. For any discontinuity of services greater than 24 hours the provider shall pay an average amount of revenue collected per day, for each day of shutdown despite providing alternate arrangement at the cost of the service provider. In no case shall authority pay any amount to the alternate provider.

Use of the allocated space by the service provider for any purpose other than the approved scheme shall not be permitted.

The Service provider shall not sell or transfer any proprietary right or entrust to any other third party for running the proposed scheme, for the duration for which the license has been issued.

10. General Terms & Conditions

a	The Authority shall provide exact details of the number of beds in the hospital.
b	The Service provider should adhere to Standard Operating Procedures (SOPs) for each of the services finalized in consultation with the Authority.
c	Provision for the storage of backup linen shall be arranged by the Authority.
d	Annual review of performance and observance of terms & conditions including quality of services shall be carried out by a committee appointed by the authority.
e	All the operational cost within the declared scope of work including the cost of deployment of the personnel will be borne by the Service provider.
f	All the pre-requisites such as equipment, software, and related peripherals or any other requirement such as trained manpower shall be provided by the Service provider.
g	Performance of the agency will be decided based on percentage of marks given and is as follows: (i) If the agency is fully compliant (i.e. 96% and above), 100% payment will be made to the agency. (ii) For the remaining (partially / non-compliant agencies) monthly payments will be made based on the actual percentages. (iii) Performance shall be based on (a) Timeliness of supply and buffer stock-25%; (b) Cleanliness of bed sheets and Linen supplied -25%; (c) Replacement of worn out Linen - 25%; (d) Compliance with day-wise color codes - 25%

11. Other terms & conditions to Service provider:

1	**Supply of Bed Linen Material:** The service provider shall supply the required bed linen materials for the hospital.
2	**Damages and Tearing of Bed Linen:** Any tearing or damage to bed linen will be the responsibility of the service provider, who will replace the damaged items with new ones at no additional cost. Replacement of new material in place of damaged/tearing and loss immediately. (within 24 hrs)
3	**Stock of Bed Linen:** A one-week stock of bed linen, based on bed strength, will be provided to hospital authorities at the Community Health Center (CHC) and Civil Dispensaries (CD) level.
4	**Collection of Soiled Linen** • From District Hospitals: Soiled linen will be collected daily. • From Area Hospitals: Soiled linen will be collected twice or thrice a week. • From CHCs and CD: Soiled linen will be collected once a week.(Two weeks linen material will be provided by vendor, one set will be issued to wards and another will be kept in stores)
5	**Transportation of Soiled Linen** The service provider will be responsible for providing vehicles for the transportation of soiled linen, including the maintenance and upkeep of the vehicles. The vehicle has been fitted with two compartments, one for soiled and another one for cleaned linen. Sanitation of the compartments in the vehicle shall also be conducted regularly.
6	**Utilization Certificate** A utilization certificate (monthly), certifying the proper use and transportation of bed linen, will be signed by the Head Nurse, Nursing Superintendent, Senior Staff Nurse, and the RMO/ MS of hospital, as a mandatory requirement.

12. Arbitration

a	If dispute or difference of any kind shall arise between the purchaser and the firm/ contractor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
b	If the parties fail to resolve their dispute or difference by such mutual consultations within thirty days of commencement of the contract, then either the purchaser or the firm/contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer to be appointed by the Managing Director, APMSIDC as the arbitrator. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he / she shall be replaced by another person appointed by Managing Director, APMSIDC to act as Arbitrator. Such person shall be entitled to proceed with the matter from the stage at which it was

	left by his predecessor. The award of the provision that the Arbitrator shall give reasoned award in case the amount of claim in reference exceeds Rupees One Lakh (Rs.1,00,000/-)
c	Work under the contract shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Purchaser or the firm / contractor shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
d	Reference to arbitration shall be a condition precedent to any other action at law.
e	Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued.

13. Terms & conditions from Hospital authorities:

1	In-Charge for Bed Linen Logistics: The Nursing Superintendent, Head Nurse or Senior Staff Nurse will be designated as the responsible authority for the management and logistics of bed linen.
2	Inventory Management: The Nursing Superintendent, Head Nurse or Senior Staff Nurse will maintain the inventory registers for bed linen, ensuring proper tracking and documentation in the hospital.
3	Responsibility for Losses: The in-charge for bed linen logistics members will be held accountable for any loss or misplacement of bed linen.
4	Segregation and Collection of Soiled Linen: The in-charge for bed linen logistics members will be responsible for the segregation and collection of soiled linen, which should be transported to the designated linen storage area or bed linen room within the hospital.

14. Applicable Law and Jurisdiction of Court:

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force. The Court located at the place of issue of contract shall have jurisdiction to decide any dispute arising out of in respect of the contract. It is specifically agreed that no other Court shall have jurisdiction in the matter.

M.T. KRISHNA BABU
SPECIAL CHIEF SECRETARY TO GOVERNMENT